

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

<b>Type of Meeting</b>	<b>Departmental Quality Improvement Council</b>	<b>Date</b>	<b>January 14, 2013</b>
<b>Place</b>	<b>550 S. Vermont Ave., 10<sup>th</sup> Floor</b>	<b>Start Time:</b>	<b>9:00 a.m.</b>
<b>Chairperson</b>	<b>Martha Drinan</b>	<b>End Time:</b>	<b>10:30 a.m.</b>
<b>Co-Chair Person</b>	<b>Carol Eisen, M.D.</b>		
<b>Recorder:</b>	<b>Maria Gonzalez</b>		
<b>Members Present</b>	Alan Lert; Alyssa Bray; Bertrand Levesque; Carol Eisen; Debi Berzon-Leitelt; Doris Benosa; Emilia Ramos; Gassia Ekizian; Jessica Wilkins; Kimber Salvaggio; Leah Carroll; Lisa Harvey; Lisha Singleton; Lupe Ayala; Marc Borkheim; Marcy Pullard; Maria Gonzalez; Melody Taylor Stark; Michael Tredinnick; Michele Munde; Michelle Rittel; Misty Aronoff; Monika Johnson; Rashied Jibri; Rhiannon De Carlo; Rhonda Chabran; Sandra Chang Ptasinski; Staci Atkins; Timothy Beyer; Trudy Washington; Vandana Joshi		
<b>WebEx Participants</b>			
<b>Excused/Absent Members</b>	Angela Kahn; Ann Lee; Anahid Assatourian; Don Gonzales; Greg Tchakmakjian; Julie Agojo; Julie Valdez; Kari Thompson; Mary Crosby; Mary Ann O'Donnell;		
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible &amp; Due Date</b>
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 9:00 a.m.	Introductions were made.	M. Drinan
<b>Review of Minutes</b>	The minutes were reviewed.	Minutes were reviewed and approved with the requested changes.	QIC Membership

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<b>SA QIC Liaison Reports</b>	<b>SA 1:</b> SA QIC continues the process of recruiting for a Co-Chair. Marilou Joquilon from the QAD will present on System Review documentation.	Next meeting: January 15, 2013.	D. Berzon-Leitelt
	<b>SA 2 Adult:</b> SA QIC members reviewed previous QI/QA documents/materials in preparation for the upcoming February 2013 DHCS State System Review. Marilou Joquilon from QAD will present at the next meeting.	Next meeting: January 17, 2013.	K. Salvaggio
	<b>SA 2 Children:</b> A Pre-Audit meeting is scheduled on Thursday January 17, 2013, to prepare for the DHCS State System Review.	Next meeting: February 21, 2013	M. Rittel
	<b>SA 3:</b> SA QIC members attended a training on the New CPT Aid Codes held on December 19, 2012. The training was well attended. SA QIC members reviewed previous QI/QA documents/materials as well.	Next meeting: January 16, 2013.	B. Levesque
	<b>SA 4:</b> Dark in December.	Next meeting January 15, 2013.	A. Bray
	<b>SA 5:</b> Susan Cozolino from QAD conducted a brief training on the preparation for the Chart Audit Review. She also assisted in Q&A regarding the 2013 Procedure Codes Changes. M. Johnson announced that Dr. Karen Williams, SA5 District Chief will retire at the end of this month.	Next meeting: March 6, 2013.	M. Johnson
	<b>SA 6:</b> Information from previous meetings was disseminated. Procedure Codes were discussed as well.	Next meeting: January 24, 2013.	S. Atkins

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<b>SA QIC Liaison Reports Continue</b>	<b>SA 7:</b> SA QIC members reviewed and discussed documents/materials from previous meetings in preparation for the upcoming February 2013 DHCS State System Review.	Next meeting February 12, 2013.	L. Ayala
	<b>SA 8:</b> Dark in December.	Next meeting January 16, 2013.	M. Aronoff
<b>Countywide Children's</b>	Dark in December.	Next meeting: February, 2013.	L. Singleton
<b>Cultural Competency Committee</b>	Dr. Chang-Ptasinski, QID Cultural Competency Unit, reported that the Cultural Competency Committee members selected four work groups to focus on specific challenges for 2013. <ol style="list-style-type: none"> <li>1. California Reducing Disparities Reports.</li> <li>2. Reduction of Criminalization via Needs Assessments.</li> <li>3. Training Recommendations for the Integration of Family &amp; Spirituality.</li> <li>4. e-News Cultural Competency Column Publications.</li> </ol>	Next meeting: February 13, 2013. 695 S. Vermont Ave., 15 <sup>th</sup> Floor at 1:30 – 3:30 pm., All SA QIC liaisons are invited to discuss nominations to elect/or re-elect the new chair.	S. Chang - Ptasinski
<b>Clinical Issues OMD Report</b>	Ms. O'Donnell will provide a copy of the Peer Review Report.	New and updated parameters and policies will be posted once they have received final approval.	C. Eisen D. Benosa
<b>PRO</b>	Ms. Drinan distributed the Request for Change of Provider QI Work Plan Implementation Status Report and the Beneficiary Grievance/Appeal Implementation Status Report, FY 2011-2012. This data is tracked and monitored on an on-going basis by the QID. The QID and the PRO work together to identify issues and improve service quality. Ms. Drinan requested review, distribution and feedback from the membership.	Departmental QIC Members will distribute and discuss the reports with the SA QIC members at the SA QIC meetings and w/ the SAAC members as well. Feedback will be provided to the Dept. QIC as appropriate.	M. Drinan

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<b>ACCESS Call Center Equipment and System Update</b>	M. Tredinnick provided an update on the new phone system at ACCESS Center. Approximately 20 clinics have after hour calls rolled over directly to the ACCESS Center line. ACCESS Staff will continue to work at implementation of the new system in order to achieve full system utilization.	Transfers to the language line have been a problem. The ACCESS Center staff is looking closely into this problem for effective resolution. Also, two workgroups are being implemented: 1). Crisis Calls Workgroup 2). Information & Referral Calls Workgroup, for the purpose of improved effectiveness and efficiency.	M. Tredinnick
<b>February 2012 Data Distribution</b>	Dr. Joshi discussed the February 2012 Survey Data and distributed a handout with the instructions on how to download the data by Legal Entity (L.E) LE Providers may review their data, distribute the findings, and initiate QI activities based upon the data provided.		V. Joshi
<b>Client Leadership Training</b>	Defer to next meeting.	Please respond via email to Dr. Joshi providing feedback on Provider Directories regarding data requested.	M. Drinan V. Joshi
<b>APS/CAEQRO</b>	Ms. Drinan announced that the APS/CAEQRO is scheduled for April 29, and April 30, 2013. The focus will be a Centralized Review. <u>SA's will not be reviewed this year.</u>		M. Drinan
<b>UCLA County Performance Outcomes Report Executive Summary</b>	UCLA County Performance Outcomes Survey Executive Summary was distributed to be reviewed by QIC members and distributed to SA QIC members and SAAC members at those prospective meetings. The full report will be available posted in the QID website by Friday, January 18.	UCLA County Performance Outcomes Survey Report will be posted by the end of this week.	M. Drinan

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<b>WebEx</b>	QIC members continue to be interested in having WebEx as an option to participate in Dept. QIC meetings.	A speaker phone has being ordered to be use for WebEx.	M. Drinan
<b>Announcement:</b>	None		
<b>Handouts</b>	<ul style="list-style-type: none"> <li>➤ Request for Change of Provider QI Work Plan Implementation Status Report</li> <li>➤ Beneficiary Grievance/Appeal Report FY 2011-2012 QI Work Plan Implementation Status Report</li> <li>➤ UCLA County Performance Outcomes Survey Report Executive Summary</li> <li>➤ Instructions on Downloading the February 2012 Survey Data</li> <li>➤ Departmental QIC Monthly Meeting Schedule 2013</li> </ul>		
<b>Next Meeting</b>	February 11, 2013		

Respectfully Submitted,

Martha Drinan, RN, MN